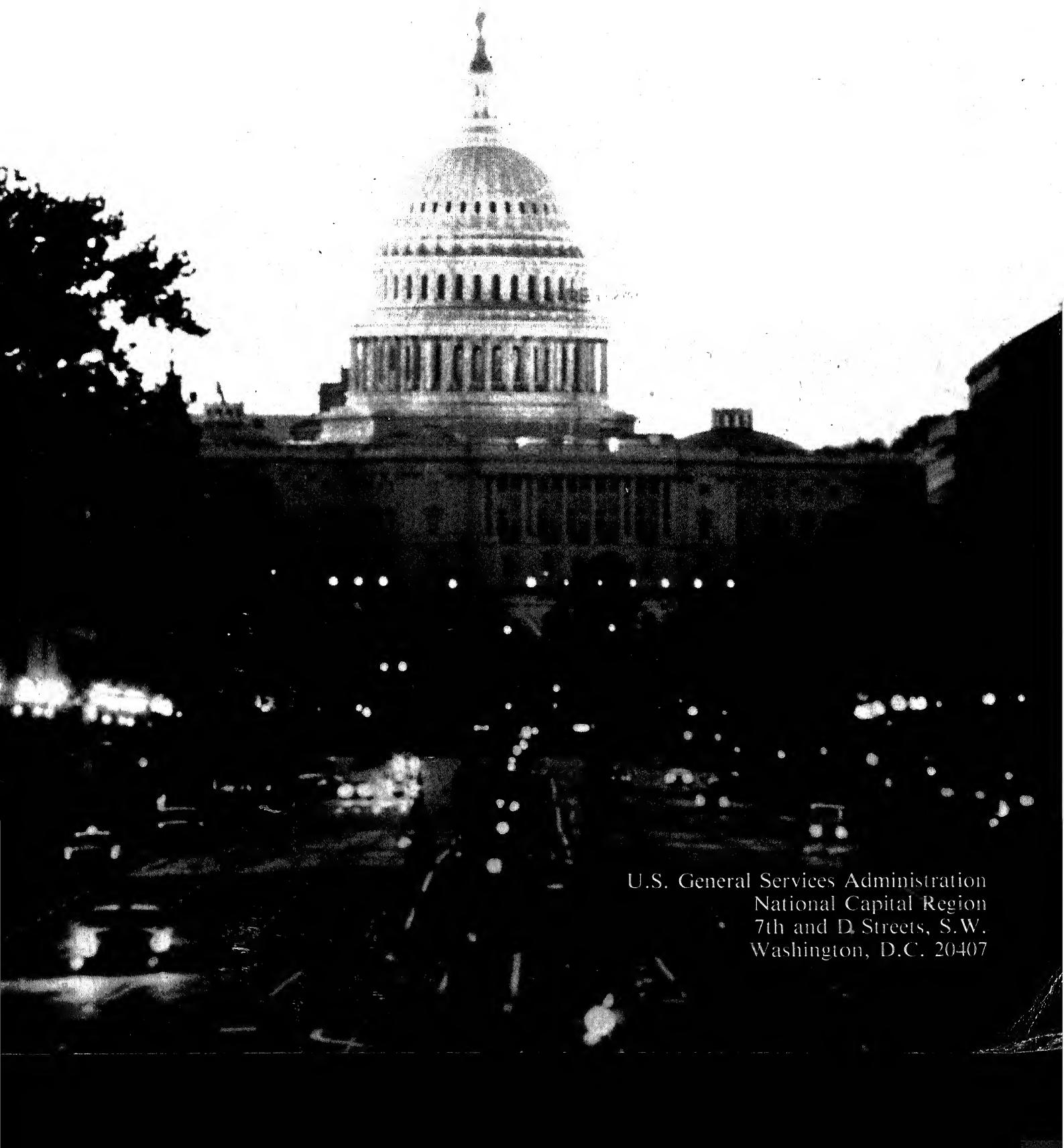


Directory Of Services For Federal Offices In The National Capital Region



*CAPITAL SERVICES
FROM THE
CAPITAL REGION*



U.S. General Services Administration
National Capital Region
7th and D Streets, S.W.
Washington, D.C. 20407

U. S. DEPARTMENT OF AGRICULTURE
AGRICULTURAL RESEARCH SERVICE
BELTSVILLE, MARYLAND 20705

OFFICIAL BUSINESS
PENALTY FOR PRIVATE USE, \$300

POSTAGE AND FEES PAID
U.S. DEPARTMENT OF
AGRICULTURE





CAPITAL SERVICE
FROM THE
CAPITAL REGION

To Our Customers



William F. Madison
Regional Administrator

In our 35th Anniversary Year, all of us in the National Capital Region of GSA remain dedicated to our Federal agency customers. With renewed commitment to service, we have improved our products and activities as business manager to the Federal Government. As the principal provider of services and supplies to Federal groups, we are pleased to present this booklet, *Director of Services for Federal Offices in the National Capital Region*.

We have recently made sweeping moves to streamline our operations, resulting in faster delivery of goods for improved efficiency and customer satisfaction and in innovative travel and transportation management to cut Federal travel costs. In the field of information resources management, we have continued to organize and reorganize our expertise to provide you with more centralized assistance in automated data processing and telecommunications. We at NCR are never completely satisfied with our services to the Federal community.

Federal agencies will discover that because of our constant adjustment in services to meet new challenges, their costs will be lowered. For example, agencies pay less for products due to GSA's consolidation of bulk supply operations. They pay less for information systems because GSA's wide command special rates, and they receive services due to our achievement in scale.

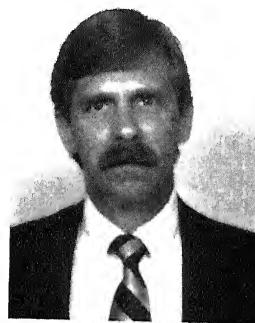


CAPITAL SERVICE
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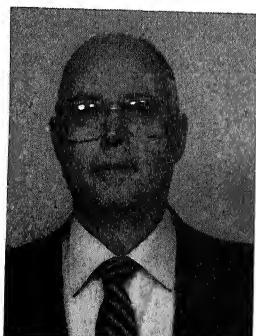
The National Capital Services Team



Toni Johnson, 472-7728, is the Director of the GSA National Capital Region Customer Relations Staff. She and her coworkers can advise on the best use of GSA services, help you with a problem, or check the status of your order or project. The Customer Relations Staff members work with all phases of GSA operations.



Richard L. Fanske, Jr., 472-1100, serves as Executive Assistant to the Regional Administrator. He provides direct, day-to-day assistance to the Regional Administrator in promptly and effectively carrying out all GSA programs in the National Capital Region (NCR).



James F. Steele, Jr., 472-1100, is the Deputy Regional Administrator. Having leadership for administrative program assistance in the Regional Administrator's office, he helps to guide all GSA programs within the NCR, and acts for the Regional Administrator in his absence.



Donald L. Venneberg, 472-1701, has the post of Acting Assistant Regional Administrator for Federal Supply Services. He has administrative leadership for procurement, supply management, and the NCR Customer Service Bureau. The Bureau offers immediate help in all phases of the management of common-use personal property, motor pool operations, and transportation.



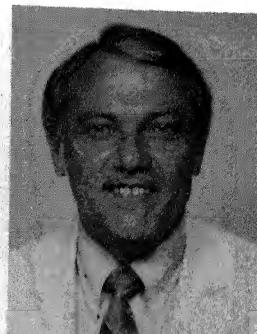
Frederick P. Hink, 472-1809, represents the NCR as its Regional Counsel. His advice and assistance in GSA-related legal and legislative matters is provided to the Office of the Regional Administrator and to all other offices within the NCR.



Robert L. Jones, 472-1754, as the Regional Controller, has GSA program leadership in the NCR for agency liaison coordination, administrative services, budget and management systems, finance, and personnel activities.



James G. Whitlock, 472-1891, has the post of Assistant Regional Administrator for Public Buildings and Real Property. Under his direction are the GSA programs that deal with buildings management, maintenance, design and construction, real estate, real property contracts, repair and alteration, and protection and safety of buildings and Federal employees.



Don Hardesty, 453-4100, is the Assistant Regional Administrator for Information Resources Management. He administers the overall activities of the Information Services Division and the Information Systems Operations Division in directly supporting Federal agencies in the NCR in the procurement and technical operation of electronic, telecommunications, and automated data processing equipment.



CAPITAL SERVICES
FROM THE
CAPITAL REGION

What GSA Can Do For You

The General Services Administration (GSA) has one basic purpose—to help Federal agencies to help themselves in carrying out their congressionally mandated missions. GSA—as builder and landlord, wholesaler and retailer, information and communications systems expert, and transportation manager—stands as the closest thing the Government has in the way of a provider of all things to all agencies. If you're a manager or executive for a Federal agency and you want GSA's help in fulfilling your mission, all you need to do is ask. The following text explains how the National Capital Region of GSA operates and outlines what it can do for you.

National Capital Region (NCR)

GSA's National Capital Region (NCR) includes the District of Columbia, and the nearby Maryland and Virginia suburbs. There are many services, and NCR has arranged them by specific kinds of services under certain offices for ready use.

NCR Customer Relations Staff

The NCR Customer Relations Staff keeps in touch with Federal agencies and their contractors. It helps agencies to keep current on their missions—and especially on GSA programs related to their missions—and it promotes good use of all GSA programs. The Customer Relations Staff can help an agency with its supply and procurement, transportation and travel management, building and workspace, communications, information and data processing, information and records management, repairs, and many other activities.

The staff also assists agencies with problems not routinely solved through normal channels.

The Office of Federal Supply and Services (FSS)

FSS helps Federal offices obtain goods ranging from desks to dictionaries, paint to paper, tools to typewriters, and bandages to bulletin boards. In fact, FSS can help you get any item in common use in an office or shop. Add to that the services FSS can provide. Just a few examples are drapery and carpet cleaning, tire recapping, furniture refinishing, and refilling and testing fire extinguishers. On a larger scale, FSS experts can help you move your office and/or your employees' households, manage your agency fleet of motor vehicles, and travel economically on government business.

For customer convenience and satisfaction, FSS distributes its goods and services in several ways: self-service retail stores; a Customer Supply center, a Personal Property Center, a Travel Management Center, and a Fleet Management Center; and—for wholesale or big-value items—through the *GSA Supply Catalog* or through GSA schedules. Each system serves a somewhat different purpose.

The self-service retail stores offer immediate access to the most commonly needed office and shop supplies. The 17 stores in the National Capital Region (NCR) stock items such as typing and writing paper and notebooks, pens and pencils, ink and erasers, transparent and wrapping tape, file folders, portfolios, ribbons and other typewriter supplies, word processor ribbons and wheels and floppy disks, drafting supplies, common government and GSA forms, wall clocks, paperweights, desk blotters, and pencil sharpeners. Purchases are made with a validated government charge plate and personal government identification.

For supplies needed quickly that are not available from a GSA retail store, a Federal manager should visit, call, or write the NCR Customer Supply Center. It supplements the self-service stores with a wider range of office supplies plus janitorial items, common tools, and equipment. Once your initial application has been approved, checking item availability and ordering are simple and quick. You can pick up an order yourself, or GSA will have it on its way to you in 24 hours.

The NCR Customer Service Bureau also offers three types of services: personal property management; travel arrangements for Federal employees; and the management of motor transportation for Federal needs.

The first service is operated by the Customer Service Bureau. It will help you set up your office, buy new equipment, and store and account for it. You can also visit the Center to obtain bargains in repaired or refinished equipment and furniture. Our refinished office furniture costs half as much as new.

Travel arrangements for Federal employees are provided by several different professional travel agencies with numerous branches and locations in NCR. All operate under GSA contract and make air, rail, hotel, and rental car reservations throughout the United States and for some overseas locations. By using one of these Travel Management Centers, you can usually save about half the cost of open-market purchases. Further, your agency will avoid administrative costs through GSA's simplified billing and payment procedures.

The NCR Fleet Management Center supplies Federal agencies with vehicles when and where they need them. The Center receives new vehicles and checks that they are properly prepared and ready to drive, notifies agencies of maintenance requirements, assigns credit cards to drivers for purchasing gas and minor repairs, and contracts with commercial automotive repair chains for major repairs. Again, simplified billing and payment procedures will save your office time and money.

What GSA Can Do For You



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Large-scale orders or orders for less common items may be made either through the *GSA Supply Catalog* or through FSS Schedule Contracts. Services are usually available on FSS Schedule Contracts. Requisitions for either are simple to fill out and computer tracked by FSS.

Office of the Regional Controller

Federal agencies of limited size, temporary commissions, or specially created Government boards can obtain immediate administrative support from NCR's Agency Liaison (External Services) program. Such agencies can therefore derive, on a cost-reimbursable basis, timely accounting, budget, payroll, and personnel administrative support services.

Also in the Office of the Regional Controller, the Accounts Receivable Branch handles questions about FEDSTRIP/MILSTRIP accounts, GSA's self-service stores, and Customer Supply Center billings.

Should an agency run out of GSA Forms, NCR has them. Simply submit a written request for them or pick them up in person from the Forms Room, ROB 2056, in the Printing and Publications Division.

The same Division will help you print brochures, posters, or booklets or help you prepare them for printing.

Office of Information Resources Management (OIRM)

Created by GSA in 1982, the Office of Information Resources Management (OIRM) assists Federal agencies in the most effective selection and use of electronic, telecommunications, and automated data equipment. OIRM represents the streamlined organization of previously separate GSA technical groups in response to the rapidly changing technology in Federal information resource handling.

Through OIRM, agencies in the NCR can obtain direct engineering, installation, and consultation assistance when they acquire electronic system equipment or Federal Secure Telephone Service. They need only contact the Electronic Services Branch.

NCR's Washington Telecommunications Project works closely with Federal agencies to help them solve problems related to the Washington Interagency Telecommunications System (WITS). The Project's staff also provides technical assistance for agencies procuring their own internal telecommunications system and helps agencies wanting information about joining WITS Users Group.

The Technical Services Branch gives support in automated data processing (ADP) through five requirements contracts in: ADP studies; systems design and programming; benchmarking and ADP equipment planning and management; risk analysis and computer security; and data base management systems.

For users of GSA's Federal Telecommunications System (FTS), prompt service is provided by the National Network Evaluation Team in resolving complex voice and data problems.

Ordinary telephone problems are handled through the NCR Trouble Reporting Center. The Center also coordinates repairs and service changes, follows up on customer complaints, and analyzes reported troubles to mark trends or discover the cause of more complex or less apparent problems. In addition, the Center gives personal help for those customers having difficulty using normal reporting procedures, through their own agencies, for local service troubles.

The Telephone Inventory Management staff will help agency administrators devise systems for inventorying all equipment used in their operations. This staff also helps user agencies resolve telephone billing problems and provides training in the use of telephone billing and management products.

The Engineering Section will help in the installation, relocation, and procurement of telephone systems.

The Record Communication Center will send your messages via the Advanced Record System, Department of Defense Automatic Digital Network (Autodin), Telex, TWX, Mailgram Graphnet, Refile, Facsimile, or Secure Teletype.

Agencies desiring teleconference services may contact the Conference Control Center, which also provides Federal agency scheduling for the NCR Conference Room.

Senior-level telecommunications managers of Federal agencies may consult the Agency Liaison Program for help in cost-reduction projects.

Through the Telecommunications Technical Services Contract staff, agencies can obtain technical expertise in voice/data telecommunications system analysis, design, and system completion.

OIRM also offers a full range of automated data processing (computer) services and advice. An agency considering purchase or lease of computing equipment—from complex systems to desktop—may consult with NCR's experts on meeting their requirements at the least cost. Many local groups will find useful NCR's prearranged contracts for teleprocessing, local data processing, computer system planning, and other services. Arrangements can also be made for computer time-sharing, computer security and risk analysis, setting up business systems and programming, instituting data base management systems, planning the management of computer facilities, planning scientific computing systems and programming, and studying how best to automate offices and/or programs.

Office of Public Buildings and Real Property (OPR)

The concentration of Federal agencies in the NCR demands the most intensive application of buildings and workspace management. GSA is well-known as the Federal landlord and property manager, but Federal agencies may not know fully what GSA can do for them through its Office of Public Buildings and Real Property.



**CAPITAL SERVICES
FROM THE
CAPITAL REGION**

What GSA Can Do For You

For example, the Leasing Branch within the Real Estate Division leases substantial space in the NCR to house Federal groups. The Branch also administers lease contracts to ensure conformance with lease provisions. The Branch's Alterations Section handles contracts for major alterations in leased buildings—whether done for initial occupancy or at the request of a Federal agency after occupancy.

The Assignment Branch of the same division locates available vacant space in the GSA space inventory for occupancy by Federal agencies. Should no suitable space be found, the Branch helps the agency develop lease specifications. Agencies also may request assistance from the Branch for planning or replanning of their assignment layouts or obtaining contracts for the assignment plans and drawings.

Through its Utilization Branch, the Division also markets federally owned or leased space for private occupancy when the space is not needed by any Federal group. Moreover, the Branch recommends disposal of Government-owned space and buyout of leased space when appropriate. It also helps agencies to identify poor utilization of space and ways to improve space use.

Agencies with questions about present and/or projected workspace costs have only to consult the Administrative and Technical Support Staff to receive assistance. The Staff also helps agencies with questions about the Federal space inventory.

The Design and Construction Division in OPR serves client agencies in architectural and engineering design and construction management on a reimbursable or funds-transfer basis. The Division also provides services after occupancy by an agency, such as interior planning and design and inspection of alterations made to leased buildings.

Agencies needing help in developing long-range plans for space needs, for example, with expansions, consolidations, or replacements, will be helped by contacting the Planning Staff of the Design and Construction Division. This staff also assists agencies in developing master plans for installations not operated by GSA and in coordinating review of the plans by the National Capital Planning Commission and the Fine Arts Commission.

The Procurement Division, within OPR, provides for term contracts for construction and delegates available contracts to all Federal agencies occupying GSA-controlled space.

The Repair and Alteration Division makes major improvements to Federal buildings, such as updating heating and air-conditioning. On a reimbursable basis, it also provides specialized engineering services to Federal agencies for expeditiously designing and constructing computer facilities and other especially sensitive projects.

The Buildings Management Division maintains GSA-controlled buildings. Federal agencies should contact this staff if serious maintenance problems arise which local GSA buildings or district managers are unable to handle.

For the security of Federal employees, the Federal Protection and Safety Division operates an all-day, every-day communications center. Through the center, the Division monitors building intrusions and fire alarms and receives emergency calls on crimes and serious injuries and takes immediate action. For long-range protection, the Division conducts criminal investigations and develops crime and accident prevention programs and plans improvements in Federal building and employee security.

Summary

As the Government's business agent and general manager, GSA offers support to other Federal agencies—executive, legislative, or judicial—in running their programs efficiently and effectively. By using GSA's expertise and specialized services, a Federal agency can cut its own overhead, function better through the aid of the latest technology, enjoy more convenient and safer quarters, and, generally, get the most for its administrative and procurement dollars.

The National Capital Region (NCR) of GSA—serving the Washington, D.C., area and most Federal agency headquarters—is especially dedicated to support the Federal community. Its 5,000 employees comprise highly trained and experienced professional managers, skilled technicians and paraprofessionals, and proficient craftsmen and workers. In a sense, they all belong to the NCR service team.

Among them, they offer expertise in such activities as:

- Small and large procurements of goods and services ranging from desktop computers through carpet cleaning and data teleprocessing to firetrucks and frozen foods.
- Planning and managing the construction, purchase, or lease of office buildings, laboratories, and warehouses.
- Operating Federal buildings, including the provision of cleaning, maintenance, and employee safety and protection.
- Managing travel, transportation, and freight.
- Planning workspace, automated offices, voice and data communications systems, and energy savings in buildings operations.
- Using the Federal civilian telecommunications network—the world's largest special purpose system.
- Coordinating and managing the repair and redistribution of Federal personal property, such as desks, typewriters, tools, calculators, and automobiles.

We at NCR invite you to use the services GSA can provide. You'll find our slogan, "Capital Services from the Capital Region," is GSA's way of doing business.

Directory Of Services



CAPITAL SERVICES
FROM THE
CAPITAL REGION

For prompt service, consult the following directory of services. It is a comprehensive listing of specific services provided by designated offices, divisions, branches, and activities, *arranged alphabetically by function*. Each entry names the GSA function in the NCR and shows the building location and telephone number where the responsible office may be contacted. Persons in charge of functions are listed where appropriate.

Functions in the listing are also cross-referenced when necessary: for example, "Data Processing Services—See Automated Data Processing." Building codes are explained on the bottom of each page where they are used, and **all telephone numbers are commercial numbers only.**

	Telephone Number		Telephone Number
A			
Accident and Fire Prevention, James Hawkins, RO 2034	472-1618	Automatic Data Processing Services	
Accounting Services		ADP Sharing and Teleprocessing Services Program,	
Accounts Payable, RO 7412	472-1602	RO 1021	472-7400
Accounts Receivable, <i>Joan Ochs</i> , RO 7306	472-2024	ADP Studies, RO 1021	472-7400
Audit Report Control, <i>Craig F. Kennedy</i> , RO 7022 ..	472-1466	Business Systems and Programming, RO 1021	472-7400
Claims Adjudication, <i>Mary Roe</i> , RO 7612	472-1331	Computer Security and Risk Analysis, RO 1021	472-7400
Collection, <i>Lawrence Palanti</i> , RO 7419	472-1655	Data Base Management Systems, RO 1021	472-7400
Financial Reports and Information		Facilities Management, RO 1021	472-7400
Accounts Control, <i>Rudolph Young</i> , RO 7624	472-1464	Nonautomated Office Studies, RO 1021	472-7400
National Defense Stockpile, <i>Richard Leighow</i> , RO 7109	472-9889	Scientific Systems and Programming, RO 1021	472-7400
Payments to Contractors and Vendors, RO 7412 ..	472-1602	Technical Services, <i>Ted Crouch</i> , RO 1021	472-7400
Presidential Commissions and Other Agencies, <i>Kathryn Melvin</i> , RO 7013	472-9886		
Reimbursable Services Billing Information, <i>Joan Ochs</i> , RO 7306	472-2024		
Travel Advances and Travel Reimbursements, <i>Joyce Holley</i> , RO 7411	472-1405		
Air-Conditioning/Heating — Contact your GSA Buildings Manager			
Alarms — See Federal Protection and Safety Divisions			
Appraisal Staff (Public buildings and real property), RO 7654	472-2302	B	
Auditorium Reservations , RO 1922	472-1105	Bid Activity Room (Bids and specifications), RO 1701	472-1490
		Bid Room (receives, records, safeguards, and publicly opens invitations for bids), <i>Dale Bruce</i> , RO 1701	472-1961
		Bomb Threats/Other Catastrophic Incidents , RO G-217	472-1111
		Buildings Services (including overtime, HVAC, extra janitorial services, space alterations, and agency moves)	
		Arlington District, <i>Harry Bradley</i>	472-2461
		Arlington Alterations Work Group (AWG), <i>Francis Doran</i>	697-6113
		Alexandria Field Office, <i>Richard Moore</i>	557-0615

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Telephone Number	Telephone Number
Columbia Pike Field Office, <i>Lynn Young</i>	694-2177
Jefferson Davis Field Office, <i>Robert Armstrong</i>	692-3960
Pentagon Field Office, <i>Tom Harrington</i> , Buildings Manager	697-7351
Rosslyn Field Office, <i>Rick Johnstone</i> , Buildings Manager	694-4394
Heating Operations and Transmission District, <i>Charles Polinger</i>	472-2500
North District, <i>Jerome Kaplan</i>	472-1495
General Accounting Field Office, <i>Robert Nowotarski</i>	275-0913
Hyattsville Field Office	436-8826
Revenue Field Office, <i>Michael Penn</i>	275-0127
Patrick Henry Field Office, <i>James Ward</i>	376-7097
Suitland Field Office	763-5054
McLean Field Office, <i>Samuel McCoy</i>	351-4533
Reston Field Office, <i>Jerry Cuthbertson</i>	860-6001
South District	472-1929
Anacostia Field Office, <i>Theodore Zotto</i>	472-2240
Central Support Field Office, <i>Wilson Gale</i>	755-5636
Forrestal Field Office, <i>Patrick Krimm</i>	755-9768
Agriculture Field Office, <i>John Phillips</i>	447-7897
Health and Human Services Field Office, <i>William Cobbs</i>	755-9510
Mall Field Office	472-1020
Southwest Field Office, <i>Pierce Williams</i>	245-0461
South Alterations Work Group, <i>Tony Barbitta</i>	472-7424
West District, <i>John Irby</i>	472-4965
Germantown Field Office, <i>Melvin Schick</i>	353-4005
Parklawn Field Office	443-2698
Customs Field Office, <i>Richard Finocchiaro</i>	275-0300
Interior Field Office, <i>Harold Rose</i>	566-1700
Rock Creek Field Office, <i>Eddie McGinnis</i>	254-3360
State Field Office, <i>Oliver Welsh</i>	633-7327
Veterans Field Office, <i>Stanley Doyle</i>	633-7327
West Alterations Work Group, <i>Bobby Brunning</i>	634-9650
White House District, <i>Daniel Cooper</i>	395-3154
White House Field Office, <i>Charles Respass</i>	395-3675
Labor Field Office, <i>George Johnson</i>	275-1032
McPherson Square Field Office, <i>Charles Gelsleichter</i>	653-6257
Business Service Center, <i>Dale Bruce</i>, RO 1050	472-1804
Small and Disadvantaged Business Utilization Office, RO 1050	472-1804
Small Business Technical Advisor, RO 1050	472-1804
SBA/Procurement Center Representative, RO 1050	472-1804
C	
Cafeterias (administration, contracts, equipment, sanitation, service surveillance), <i>Saul Lubar</i> , RO 2048	472-4492
Carpet Cleaning and Installation —Contact your GSA Buildings Manager	
Carpooling/Vanpooling —See Ridesharing	
Claim Adjudication (transportation claims, employee claims, erroneous payments, minor claims not requiring litigation, RO 7612	472-1331
Commissions, Support , <i>Dennis Condie</i> , RO 1932 ..	472-1650
Concessions , <i>Saul Lubar</i> , RO 2048	472-4492
Conference/Training Room Reservations for the GSA Regional Office Building, <i>James Jones</i>, RO 1922	472-1105
Contract Information—Federal Supply Schedules Distribution of Audiovisual Materials, IG 782— Class 7823, <i>Vera Moreland</i> , RO 6654	472-7157
Office Supplies—National Credit Cards, FSC 75 Part VII—Class 7540, <i>Vera Moreland</i> , RO 6654	472-1469
Professional Film Processing and Videotape Processing Services, IG 781 Parts I and II—Class 7819, <i>Vera Moreland</i> , RO 6654	472-1958
Office and Field Furniture, FSC 71 Part V, Section D—Class 7105 and 7110, <i>Joyce Sharpe</i> , RO 6654	472-1178
Services—Blueprinting, Diazo Processing and Allied Reproduction, IG 733, Part II, Section H— <i>Vera Moreland</i> , RO 6654	472-3987
Services—Wiping Cloth, IG 721—Class 7213, <i>Joyce Sharpe</i> , RO 6654	472-1179
Services—Press Clipping, IG 739 Part V, Section A—Class 7399, <i>Joyce Sharpe</i> , RO 6654	472-1662
Contract Information—Regional Office of Public Buildings and Real Property Architect/Engineer Contracts, RO 2640	472-4534
Building Services Contracts, RO 2620	472-1850
Construction Contracts, RO 2640	472-4525
Contract Assurance, RO 7013	472-3370
Design and Construction Contracts, RO 2640	472-4506
Guard Contracts, RO 2620	472-1517



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Janitorial Contracts, RO 2634 472-1682
Miscellaneous Contracts, RO 2620 472-1033
Trash Removal, Security Systems, and Mechanical
Maintenance, RO 2620 472-1033

Emergency Road Service, *James E. Lewis*,
RO 6602 472-9580
Maintenance Control Center, *James E. Lewis*,
RO 6602 472-9580

Cooperative Use Act—See Public Buildings
Cooperative Use Act

E

Credit Cards, U.S. Government

FSS Self-Service Stores, *William Lehde*, RO 6109 .. 472-4187
Motor Vehicle, *John Q. Adams*, RO 6602 472-7594

Elevator Inspection—Contact Your GSA Buildings
Manager

Crime Prevention—See Federal Protection and
Safety Division

Energy Management, RO 7709 755-1547

Customer Liaison Office

Toni Johnson, RO 7029 .. 472-7728

Ethics—See Legal Services

Customer Relations--FSS Programs

Assistance in Resolution of Customer Agency
Problems, RO 7309 472-1932
General Information on Regional Federal Supply
Programs, RO 7309 472-1932
Monitoring of Customer Agency Priorities, RO 7309 472-1932

Excess Furniture and Property Information,

Vincent L. Evans, RO 6409 472-1277

D

Data Processing Services—See Automatic Data
Processing

F

Federal Protection and Safety Division

Alarm Monitoring, RO G-217 755-8783
Contract Guards, 159E/NYA 472-7810
Crime Prevention Programs, 159E/NYA 472-2103
Criminal Complaints, RO G-217 472-1111
Electronic Security Systems, RO G-217 472-8783
Emergency Reporting, RO G-217 472-1111
Firearms Range, 202/NYA 472-2217
Gymnasium, 202/NYA 472-2213
Investigations, 159E/NYA 472-2212
Law Enforcement Liaison, 74/NYA 472-2125
Occupant Emergency Plan, 159E/NYA 472-7810
Patrol Operations, 159E/NYA 472-1159
Physical Security Surveys, 159E/NYA 472-7810
Records, 159E/NYA 472-2103
Regional Control Center, RO G-217 755-8780
Training, 202/NYA 472-2160
Uniform Police Assistance, RO G-217 472-1111
Vehicular Enforcement, 74/NYA 472-2123

Design and Construction

General Status of Design and Construction Projects,
RO 2002 472-4550
Status of Specific Construction Projects, RO 2112 .. 472-4500
Status of Specific Projects Designed by Engineer/
Architect Consultants, RO 2310 472-4540
Status of Specific Projects Designed "In-house,"
RO 2319 472-4570

**Federal Specification Distribution, Federal Supply
and Services**, RO 6039 472-2205

FEDSTRIP

Billing Problems, RO 7527 472-1783
Processing, *James R. Edwards*, RO 5726 472-7664

Financial Management—See Accounting Services



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Fire Safety—See Health and Safety

Forms

GSA and NCR Forms Room, *Richard Sloan*,
RO 1919 472-1672
Optional Forms, RO 6047 472-2018
Standard Forms, RO 6047 472-2018

Freedom of Information Program, *Dale Bruce*,

RO 1050 472-1293

Freight, Rates, and Routing, RO 6622 472-1626

Fuel

Document Processing Information, RO 6109 472-1196
Fuel Yard, 42 EYE 755-5337
General Information, RO 6109 472-1196

Furniture (Congressional), *Donald Jodrie*,

RO 1932 472-1650

H

Handicapped Employment Program, *Arthur*

Tackman, RO 1030 472-1096

Heating/Air-conditioning—Contact your GSA
Buildings Manager

Historic Preservation Officer, *Andrea M. O'Hare*,
RO 7068 472-1334

Household Goods Shipments, *Meryl B. Marsh*,

RO 6622 472-1944

L

Landscaping/Grass Cutting—Contact Your GSA
Buildings Manager

Law Enforcement—See Federal Protection and
Safety Division

Leasing Space

District of Columbia, RO 7922 472-1149
District of Columbia Special Projects Unit,
RO 7922 472-1149
Maryland, RO 7673 472-1137
Virginia, RO 7673 472-9090

Legal Services

Accident Claims against Government, RO 7048 472-1155
Accident Claims in favor of Government,
RO 7048 472-1189
Litigation, RO 7048 472-1155
Standards of Conduct Counselor, RO 7048 472-1155
Subpoenas, RO 7048 472-1809
Summons, RO 7048 472-1809

Living Buildings Program—Contact your GSA
Buildings Manager

M

Motor Pools, GSA, Location and Rental Rates,

Robert Kund, RO 6602 472-7594
Western Motor Pool, *Catharine M. Smith*,
Bld A Fran 557-8835
Eastern Motor Pool, *John L. Smith*, Bld A Fran 557-1996

Moving Services—See Office Relocation

O

Office Relocation, *Linwood Goad*, RO 6622 472-1944

P

**Parking: Permit Control, Collection, and
Reconciliation** RO 7318 426-9644

Payroll Liaison, *Elizabeth Gordon*, RO 7527 472-1918

Personal Property Services

Utilization Office, RO 6409 472-1277
Donations, RO 6308 472-5230
Public Sales, Bld A Fran 557-0384
Scrap Paper—Recovery, RO 6600 472-2133

Personal Property Center, *Alton C. Summers*,
Bld A Fran 557-0180

Photographic Services, *Robert Tyson*, RO 2661 472-1889

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Public Buildings Cooperative Use Act (Retail shops, concessions, needs, selection of location, service approval), *Saul Lubar*, RO 2048 472-4492

Public Sale of Personal Property, *Sharon L. Hughes*, Bld A Fran 557-7796

R

Randolph-Sheppard Act—See Vending

Records and Information Management

Technical Assistance, RO 4637 472-1244
Training Courses, RO 4637 472-5522

Rehabilitation of Personal Property, *Shirley B. Bruce*, RO 6672 472-4232

Repair and Alterations to Buildings

Funding and Buildings Inspection, RO 7916 472-1075
Project Authorizations, RO 7916 472-1075

Requisitions, Federal Supply and Services

Emergency Order Desk, *James R. Edwards*, RO 5655 472-7664

Export Order Information, *Thomas J. Johnson*, RO 5726 472-3902

Requests for Status, *James R. Edwards*, RO 5655 472-7664
Complaints on Orders, Region 6 FTS 926-7306

Re-utilization of Excess Personal Property, *Vincent L. Evans*, RO 6409 472-1277

Ridesharing (Commuter Club, consulting services, vanpool directory), RO 1932 472-1650

Sales—See Public Sales of Personal Property

Schedule Information Center, Federal Supply and Service, CM4 726 557-8177

Self-Service Stores
Complaints, RO 6109 472-1318

Credit Card Information, *Laurel C. Williams*, RO 6109 472-4187

Stock Items Additions, RO 6109 472-4187
Store #2, RO 1620 472-1253
Store #4, GS B-212 566-0580
Store #7, Sta G-239 254-5866
Store #8, 74/NYA 472-2177
Store #10, FB 9 566-1714
Store #12, Com B-511 377-3215
Store #14, IRS G-104 275-0122
Store #15, HEW S G-015 755-9615
Store #16, Nat'l Center 692-1800
Store #19, CM3 C-16 557-7764
Store #20, Fed Ctr 2 436-8256
Store #21, 159/NYA 472-2097
Store #25, Nassif G1-1301 755-4970
Store #26, Pkln 1B-49 443-2879
Store #27, Justice B-230 275-0022
Store #30, NLabor 523-8878

Sidewalk Vendors (permits and policies), RO 7931 472-1721

Sign Shop, 10 P 755-0210

Space

Alterations in Leased Buildings, RO 7657 472-1991
Assignments, RO 7931 472-1721
Assignment Sections, RO 7682 472-1711
Planning and Layout, RO 7660 472-3597
Utilization, RO 7927 472-1704

Standard Level Users Charge (SLUC) RO 7724 472-1679

Surplus Sales Center, *Sharon L. Hughes*, Bld A Fran 557-7796

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Telephone Services

Advanced Records System, GS B-40 566-0056
Directory Service, RO 1607 453-3940
Electronic Services (secure and emergency)
 Communications Security (COMSEC), RO 6067 472-1800
 Inventory Control, RO 6665 472-1592
 Income/Expense Control and Billing, RO 6067 472-1800
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FTS Training, RO 7652	453-4306
FTS Trouble Reporting, RO 6306	755-0113
Telecommunications Policy, RO 7644	453-4300
Telephone Billing Inquiries, RO G-213	453-3924
Telephone Conferences, RO 1607	245-3333
Telephone Orders, RO G-213	453-3924
Washington Interagency Telecommunications System (WITS), <i>Harmon Johnson</i> , Project Director, RO 7636	453-4200
Transportation Rate Information (rail, motor, air, and ocean), <i>Paul Tallman</i> , RO 6622	472-1626
Travel	
Information, <i>Merrill B. Marsh</i> , RO 6622	472-1944
Credit Card Information, RO 6622	472-1944
V	
Vehicle Support	
Accident Reporting, RO 6602	472-7594
Dispatch, RO 6602	472-2127
Emergency Road Service, RO 6609	472-9580
Fleet Management Center, Eastern, CM4	557-1996
Fleet Management Center, Western, CM4	557-8835
Misuse Policy, RO 6602	472-7594
Rental, Commercial, RO 6602	472-7594
Vehicle Status, RO 6609	472-9580
Rustproofing, RO 6609	472-9550
Vending (design, machines, needs, sanitation), RO 2048	472-4492
Veterans Readjustment Act Appointments , <i>Arthur Tackman</i> , RO 1030	472-1096
Building Codes	
RO, 7th and D Sts., SW., Washington, D.C.; 159E/NYA, Bldg. 159E, Navy Yard Annex, 1st and M Sts., SE., Washington, D.C.	
202/NYA, Bldg. 202 Navy Yard Annex, 1st and M Sts., SE., Washington, D.C. 74/NYA, Bldg. 74, Navy Yard Annex, 1st and M Sts., SE. Washington, D.C.	
42 EYE, Fuel Yard, 421 St., SE., Washington, D.C. Bld A Fran, Building A, Franconia, Va.	
CM 4, Crystal Mall Bldg. 4, 1941 Jeff Davis Hwy., Arlington, Va.	
CM 3, Crystal Mall Bldg. 3, 1941 Jeff Davis Hwy., Arlington, Va.	
GS, General Services Bldg., 18th and F Sts., NW., Washington, D.C.	
Sta, State Department Bldg., 320 21st St., NW., Washington, D.C.	
FB9, 1900 E St., NW., Washington, D.C.	
Com, Commerce Bldg., 14th and Constitution, NW., Washington, D.C.	
IRS, Internal Revenue Service Bldg., 12th and Constitution, NW., Washington, D.C.	
HEW, 330 Independence Ave., SW., Washington, D.C.	
Nat'l Cent, National Center Bldg. 1, Arlington, Va.	
Fed Ctr, Federal Center, 3700 East/West Hwy., Hyattsville, Md.	
Nassif, 400 7th St., SW., Washington, D.C.	
Pklm, Parklawn Bldg., 5600 Fishers Lane, Rockville, Md.	
Justice, 9th and Constitution, NW., Washington, D.C.	
NLabor, 200 Constitution Ave., NW., Washington, D.C.	
10 P, 10 P St., SW., Washington, D.C.	



CAPITAL SERVICES
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Did You Know?

Although the U.S. General Services Administration (GSA) has been called the Government's housekeeper, GSA is actually a huge business conglomerate providing a wide range of products and services to the many departments and agencies of the Federal Government. In fact, GSA's National Capital Region (NCR) would place 374th on the Fortune 500 Listing of the nation's largest businesses.

To give you an idea of the scope of NCR operations, we have compiled some interesting facts about what we do.

We at NCR have an inventory of 1,427 acres of office and other workspace with 284 miles of public corridors and lobby space. We also operate the Pentagon, the world's largest office building. The NCR Office of Public Buildings and Real Property (OPR) provides office space for 273,000 Federal employees in 455 buildings, comprising more than 61.7 million square feet.

The OPR is the world's fourth largest producer of steam. Its five steam plants consume 13 million gallons of oil, 69,000 tons of coal, and 1.4 million therms of natural gas to produce 1.9 billion pounds of steam a year. In addition to all of this heat, it has 31,800 tons of air-conditioning capacity.

The same office annually mows 330 acres of grass, removes 2.7 cubic acres of refuse, and uses 100,000 gallons of paint. OPR also manages the operation of 6,190,000 pieces of mechanical equipment.

Last year, our Office of Federal Supply and Services (FSS) shipped over 38 million retractable ballpoint pens and over 21 million nonretractable pens to Federal agencies.

During the past year, FSS also filled orders for 774,142 pounds of rubberbands, 21,260,528 rolls of pressure-sensitive tape, and 11,374,304 feet of red marking tape (the nonbureaucratic kind).

Our Personal Property Center (PPC) employees collectively walk more than 7 miles a day at the PPC serving Federal customers. This means that our PPC staff walks the equivalent of from Washington, D.C., to Baltimore, Md., each week; from Washington,

D.C., to Philadelphia, Pa., each month; and from Washington, D.C., to Grand Junction, Colo., each year.

The NCR printing plant, which serves GSA and all Presidential commissions and committees, prints approximately 27 million pages each quarter year. If stacked in a pile, the pages would be eight times taller than the Empire State Building.

The NCR Finance Division annually pays out more than \$1.4 billion for goods and services. If these dollars were taped end-to-end, they would circle the earth five and one-half times.

The average telephone operator in our National Information and Assistance Facility handles 60 calls per hour, 480 calls per day, 2,400 calls per week, 48,000 calls per month, and 576,000 calls per year.

The Consolidated Centrex Telephone System, operated by the Office of Information Resources Management's (OIRM) Telecommunications Branch, has over 13,000 telephone lines and more than 160,000 telephones. That's enough telephone equipment to serve the cities of Raleigh, N.C., and Brockton, Mass. Our monthly GSA Consolidated Centrex Telephone Bill is 7 feet thick.

The Information Systems Operations Division prints more than 4.5 billion pages of duplicating paper a year and uses more than 64.9 million feet of computer tape in its computer centers.

The combined computer power of the National Capital Region represents more than 6.1 million data commands per second. The IBM Center alone runs more than 250,000 jobs per year. The Burroughs Computer Center can receive and process a 200-word memorandum from a GSA regional office, for example the San Francisco office, before you can take two steps. The NCR Burroughs Computer Center can also store 500 sets of a 15-million-word encyclopedia on its disks and store the alphabet 13 billion times in its tape library.

Technicians of the Electronic Services Branch travel the equivalent of 18 trips around the world a year and install enough special-purpose communications cable in a year to wrap the Washington Monument entirely.



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National Capital Region Locations

